

**Alaska Court System
Class Specification**

HELP DESK COORDINATOR

Range: 16

EEO4: 02

SOC: 15-1041

Class Code: C0179

Definition:

Under general direction, the Help Desk Coordinator coordinates the activities of the Information Services (IS) Help Desk. This position develops and manages effective customer service support processes and identifies, assesses, prioritizes, directs and monitors assigned technical support staff in the resolution of reported problems. This position maintains responsibility for the development, maintenance, and integrity of Help Desk software.

Distinguishing Characteristics:

The Help Desk Coordinator is a single position job class. Assignments are received in the form of projects assigned by an IS manager or by the CTO and by requests for assistance with technical issues. Requests are received from customers of court technology at various levels of technical skill. The position requires a highly experienced and qualified individual requiring minimal supervision. The incumbent develops and uses a decision model approach for ascertaining the specific nature of technology issues; evaluates, escalates, and monitors the issues to its conclusion; and reviews, modifies, and adds to the knowledge base any documentation created in the course of resolving the issue.

Complexity of Tasks: This is difficult work of a highly complex and technical nature that presents new or constantly changing operational problems that are not easily evaluated or resolved. The work is performed in a fast-paced, often stressful environment. Duties require a detailed knowledge of a variety of applications, computers, and other related electronic equipment and computer peripherals used throughout the court system. The work involves complicated analysis that requires a high level of attention to detail. The work requires the use of analytical ability and judgment to improve customer service through the application of a continuous improvement cycle for help desk support. The work involves recommending solutions to improve efficiency and resolve technical problems with technology.

Supervision Received: The Help Desk Coordinator works under the general supervision of an IS manager and may receive direction from the Chief Technology Officer (CTO) or a supervisor designated by the CTO.

Supervision Exercised: This position supervises the Help Desk Technician.

Independent Judgment: This position exercises a high degree of independent judgment in taking necessary action to expeditiously resolve a variety of complex technical issues and adjusts priorities based upon the type and seriousness of the technical issue. Handles multiple problems

and multiple priorities on a continuing basis and determines the escalation path for all technology issues.

Examples of Duties:

Take the lead on “best practices” implementation of customer support strategies and recommend and encourage implementation at local and regional levels. Interface with network and application support staff and other business elements to develop and disseminate these strategies.

Plan and direct Information Services customer support activities within the client organization drawing on tiered levels of skill and experience to meet current service level policies.

Ensure all phases of help desk support are appropriately coordinated, monitored, logged, tracked and resolved. Maintain responsibility for development, maintenance and integrity of help desk software to include all areas of functionality provided by the application (e.g., fixed assets, service order requests, etc.). Coordinate maintenance of the knowledge base of problems, diagnostic questions, and solutions.

Identify, develop, monitor and implement processes and manage effectiveness measures for configuration management in support of 800 + customers (customer is defined as a user of court technology).

Assist customers in solving problems in the use of technology including video, audio, court business applications, desktop applications and equipment, archival equipment, alarm equipment and services, network equipment and services, and telecommunications equipment and services.

Monitor the activities of assigned technical support staff, which may include local and regional systems specialists, technicians, and support specialists.

Train court staff in the use of help desk application software. Develop and distribute training materials.

Conduct analyses and prepare reports on progress, work trends, and problems.

Evaluate and develop help desk programs and policies. Advise support staff concerning administrative procedures, technical problems and priorities. Advise IS staff of recurring technology issues and participate in determining appropriate solutions (training, equipment replacement, etc.).

Perform other related duties as required.

Knowledge, Skills, Abilities:

The Help Desk Coordinator requires knowledge of:

- Computer operating systems; networked computers; databases; hardware and software used in a large LAN/WAN network environment.

- Operating principles of all court technology equipment and systems to include video, audio, court business applications, desktop applications and equipment, archival equipment, alarm equipment and services, network equipment and services, telecommunications equipment and services.

The Help Desk Coordinator requires skill in order to:

- Identify, define, and resolve problems.
- Use help desk application software to solve a variety of complex network and system problems.
- Communicate verbally and in writing.
- Deal with situations requiring tact, flexibility, and good judgment.
- Analyze help desk information and make appropriate recommendations.

The Help Desk Coordinator requires the ability to:

- Manage an enterprise help desk or phone support operation in support of customer service.
- Gather and analyze data, reason logically and accurately, and draw valid conclusions.
- Take prompt, effective action.
- Function with a high degree of independence under general supervision.
- Identify and recommend solutions to recurring problems.
- Listen carefully to customer and ask questions tactfully and professionally to determine the specific nature of the problem.
- Establish and maintain cooperative working relationships with court technology users.
- Adjust priorities based upon the type and seriousness of help desk issues.
- Train others to learn to use tools and follow procedures.
- Learn new skills and systems and innovatively change help desk application software knowledge database by developing rational alternatives as operational problems necessitate modifications.

Minimum Qualifications:

Three years of customer service/technical computer experience in a wide range of application, installation, database and other technical issues. One year of the required three years must include court system experience.

Substitution:

A college degree in computer science, information systems, business or related field may be substituted for up to two years of the required three years of experience. Successful completion of technical education in a computer related field may be substituted for up to two years of the required technical computer experience on a month-for-month basis. The one year of court system experience cannot be substituted.

Preferred:

- Help Desk Application Software - Clientele

- UNIX, DOS, Windows operating systems
- Desktop environment - application system
- Video/recording/sound equipment
- Telephone-based computer service/support
- Databases, servers, telecommunication equipment and services
- Electronic mail management systems
- LAN/WAN network administration
- Analyzing data and writing technical reports
- Training material preparation

Note:

This position is in the partially exempt service; the incumbent serves “at-will” to the hiring authority.

03/99 – Original

08/04 – Revised

03/14 – Revised, WPA